

WestJet Groups and WestJet Vacations Groups COVID-19 refund policy

Updated June 23, 2022

In this guide, you will find details on the WestJet groups refund policy for WestJet-initiated schedule changes that occurred during COVID-19.

IMPORTANT: At-source commission is recalled for all refunds.

This policy applies to:

- WestJet eligible group reservations/packages
- **For travel on/after February 1, 2020, until December 31, 2021**
- All WestJet flights, including WestJet Encore

Eligibility criteria:

Bookings are eligible if WestJet adjusts or changes your client's scheduled flight according to the criteria below:

- Journey was schedule changed more than 90 minutes from the original departure/arrival, or;
- Change in routing where one or more stops was added, or;
- Journey where at least one flight segment(s) was cancelled by WestJet with no flight replacement.

NOTE: If flights were cancelled or removed from the reservation prior to a WestJet schedule change, it will not be eligible.

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High-level COVID-19 refund chart

Refund type	Refund process
WestJet Air Groups	Send an email to groups@westjet.com to request a refund
WestJet Vacations Groups	Send an email to groups@westjet.com to request a refund
WestJet Vacations	Refer to process
GDS, WestJet Agent, WestJet BIZ, WestJet Travelbank	Refer to process

WestJet Vacations and Air Groups COVID-19 refunds

The following applies for refund requests due to COVID-19.

Region	Flight date	Date you can submit your request
Canada, U.S., E.U., U.K., Caribbean/Mexico	February 01, 2020 until December 31, 2021	Anytime

Terms and conditions

- Reservation/package contained at least one flight date on/after February 1, 2020 **until December 31, 2021**.
- Journey was schedule changed more than 90 minutes from the original departure/arrival, or;
- Change in routing where one or more stops was added, or;
- Journey where at least one flight segment(s) was cancelled by WestJet with no flight replacement.
- Applies to all fares and classes of service.
- At-source commission is to be recalled at the time of the refund.
- Fare and taxes including YQ are eligible for refund and will be refunded with the following exception for non-refundable taxes. The refund will exclude these taxes:
 - Non-refundable taxes: L8 and D0 for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM).
- Claimed bookings can be processed directly in the GDS using the GDS process.

WestJet Air Groups

To request a refund for a WestJet Air Groups booking, please email groups@westjet.com with the following details:

- Contact information
- Group booking number or PNR code
- Group name
- Original travel dates

WestJet Vacations Groups

To request a refund for a WestJet Vacations Groups booking, please email groups@westjet.com with the following details:

- Contact information
- Group booking number or PNR code
- Group name
- Original travel dates

NOTE: For group bookings with flights on/after January 1, 2022, you can discuss options with your groups specialist when they contact you regarding upcoming schedule changes.

Frequently asked questions: WestJet Air Groups

Q: If my client is eligible for a refund to original form of payment, can they choose to keep the WestJet Travel Bank instead?

A: Yes. Your client can choose to keep their WestJet Travel Bank. The travel credit remains valid for 24 months.

Q: What happens if my client has used some of the funds from their WestJet Travel Bank? Can they obtain a refund on the remaining value?

A: Yes, provided the reservation/package qualifies under our [terms and conditions](#).

Q: My client's WestJet Travel Bank was transferred to another person. Are they entitled to a refund?

A: Travel credits can only be refunded to the original form of payment. For this reason, any travel credit that was transferred to another individual will not be refunded.

Q: Will there be a penalty fee for refunding?

A: No. Reservations can be refunded in full.

Q: How long will it take to process my client's refund?

A: We will work to process refund requests as quickly as possible.

Q: What is the final date I can request a refund?

A: There is no date restriction for submitting the request to WestJet (where applicable), provided your reservation/package qualifies under our [terms and conditions](#).

Q: Will you refund the taxes on the reservation including YQ?

A: If the taxes are refundable as per standard tax rules, they will be refunded in addition to the fare and YQ charges. Please note: the following taxes are **non-refundable** L8 and D0 for Punta Cana (PUJ) and Puerto Plata (POP), Samana (AZS), La Romana (LRM)

Q: My client processed a refund claim through insurance. Are they eligible for a refund?

A: No. Any reservations claimed through insurance are not eligible for refund.

Q: How will I know if my client's reservation is eligible for a refund?

A: You will need to submit the request via the refund [form](#) and we will notify you once the refund is completed or if your client is not eligible.

Q: Is WestJet recalling commission on refunded reservations?

A: Yes. At-source commission is to be recalled at the time of the refund.

Q: What if there is an issue with my client's payment card or original form of payment?

A: Refunds will be processed to the original form of payment. If the payment card has now expired, once the refund has been issued your client may need to contact their banking institution to have the funds transferred. This applies to a card that has been compromised, lost, stolen, account closed, the cardholder is deceased, etc.

Q: What happens if my client's original payment card has expired or is no longer active?

A: An expired or inactive credit card will still process; however, we recommend your client reaches out to their banking institution/credit card company before processing a refund.

Q: What if my client submitted a chargeback?

A: A refund will not be offered if a chargeback has been submitted or is pending.

Q: If my client submitted a chargeback, will my commission be protected?

A: In the case of chargebacks, the commission will be recalled in full.

Frequently asked questions: WestJet Vacations Groups

Q: If my client chooses a refund to original form of payment and paid in full, will their deposit also be refunded?

A: Yes. The full value of your client's booking will be refunded provided the package is eligible under our [terms and conditions](#).

Q: Will overpayment/commission be recalled if my client chooses a refund to original form of payment?

A: Yes. WestJet Vacations Groups will recall overpayment/commission at the time of refund. This applies to WestJet Vacations group bookings paid in full, provided the package is eligible under our [terms and conditions](#).

Q: What happens if my client already received WestJet dollars for a cancelled vacation group booking and redeemed a portion of them?

A: If your client has already used a portion of their WestJet dollars, you can submit a request to have the remaining value of the booking refunded to the original form of payment, provided the package is eligible under our [terms and conditions](#).

Q: If my client only paid a deposit on their booking and received WestJet dollars when the booking was cancelled, can they get a refund to the original form of payment?

A: Yes. Deposit only bookings are eligible for refund for

groups, provided the package is eligible under our [terms and conditions](#).

Q: A hotel penalty was charged on my clients group booking. Will this penalty be refunded?

A: No. The value of the hotel penalty is not eligible for a refund.

Q: Will my client be eligible if they had insurance on their WestJet Vacations groups booking?

A: Any guests who had successful travel insurance claims are not eligible for a refund to original form of payment or retaining their travel credit in WestJet dollars. If a guest was denied insurance and is able to provide evidence, they will be eligible.

Q: Will I be notified when my client's refund is processed?

A: Once your client's refund has been processed to their original form of payment, you will receive updated WestJet Vacations groups documents reflecting this change.

Q: If multiple payments were made to pay for their package, how will the refund be processed?

A: Refunds will be issued to the original form of payment. Therefore, if multiple payment methods were used, the applicable amounts will be refunded back to each form of payment supplied.

Q: My clients want to keep their WestJet dollars received for a cancelled group booking. What is the process for this?

A: If your clients choose to keep their WestJet Vacations groups travel credit in WestJet dollars, no action is required at this time.

Q: My client's WestJet dollars were transferred to another person. Are they entitled to a refund?

A: Travel credits in the form of WestJet dollars can only be refunded to the original form of payment. For this reason, WestJet dollars that were transferred to another individual will not be refunded.